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PTO/SB/21 (07-06)

**TRANSMITTAL
FORM**

(to be used for all correspondence after initial filing)

Total Number of Pages in This Submission

Application Number

10/691,118

Filing Date

October 21, 2003

First Named Inventor

Rikhy, Sudeep

Art Unit

2614

Examiner Name

Benny Quoc Tieu

Attorney Docket Number

021479-000300US

ENCLOSURES (Check all that apply)☐ Fee Transmittal Form☐ Fee Attached☐ Amendment/Reply☐ After Final☐ Affidavits/declaration(s)☐ Extension of Time Request☐ Express Abandonment Request☐ Information Disclosure Statement☐ Certified Copy of Priority Document(s)☐ Reply to Missing Parts/ Incomplete Application☐ Reply to Missing Parts under 37 CFR 1.52 or 1.53☐ Drawing(s)☐ Licensing-related Papers☐ Petition☐ Petition to Convert to a Provisional Application☐ Power of Attorney, Revocation Change of Correspondence Address☐ Terminal Disclaimer☐ Request for Refund☐ CD, Number of CD(s) _____☐ Landscape Table on CD☒ After Allowance Communication to TC☐ Appeal Communication to Board of Appeals and Interferences☐ Appeal Communication to TC (Appeal Notice, Brief, Reply Brief)☐ Proprietary Information☐ Status Letter☒ Other Enclosure(s) (please identify below):

Return Postcard

Part B - Fee Transmittal

Copy Part B - Fee Transmittal

Communication - Comments on Statement of Reasons for Allowance

Remarks

The Commissioner is authorized to charge any additional fees to Deposit Account 20-1430.

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

Firm Name

Townsend and Townsend and Crew LLP

Signature

Daniel Mao

Printed name

Daniel Mao

Date

April 5, 2007

Reg. No.

51,995

CERTIFICATE OF TRANSMISSION/MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Mail Stop Issue Fee, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on the date shown below.

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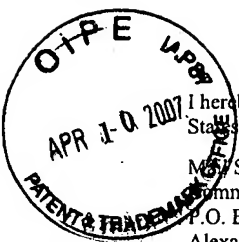
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Typed or printed name

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On April 5, 2007

TOWNSEND and TOWNSEND and CREW LLP

By: Eleanor J. Taylor

PATENT
Docket No.: 021479-000300US

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

Sudeep Rikhy et al.

Application No.: 10/691,118

Filed: October 21, 2003

For: "PULL" ARCHITECTURE
CONTACT CENTER

Customer No.: 20350

Confirmation No.: 5332

Examiner: Benny Quoc Tieu

Art Unit: 2614

COMMUNICATION - COMMENTS ON
STATEMENT OF REASONS FOR
ALLOWANCE

Mail Stop Issue Fee
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In response to the Examiner's Statement of Reasons for Allowance, Applicants note that claim 1 recites:

1. A method for processing a user inquiry, the method comprising:
receiving a user inquiry;
sending a first request for user information to a first database;
providing the user information from the first database;
selecting a first agent, the first agent having a desirable set of skills and being available;